Data Sheet
FUJITSU ServicePack/Contract Hardware

Maintenance Services for IT Hardware

INTRODUCTION

Fujitsu offers - with its Fujitsu ServicePack/Contract Hardware - support services for hardware which cover diagnostics and the elimination of hardware errors via repair or replacement. Depending on the type of IT hardware und corresponding manufacturer warranty Fujitsu offers on-site support services at the customer's or at a Fujitsu service point (off-site services). Various service level options can be selected for on-site services.

This data sheet describes the contractually relevant support services; product-specific supplements, if necessary, are defined in a Technical Appendix.

The specific contracted support services are delivered according to the service scope defined in the service schedule or ServicePack certificate for the correspondingly listed hardware products.

The use of remote access methods is decisive for efficient service delivery as well as a prerequisite for a Fujitsu ServicePack/Contract with defined recovery times (see "Prerequisites").

CONTRACT MODELS

Fujitsu ServicePack Hardware

ServicePack hardware is a product-related service contract for a fixed period and with once-only remuneration which supplements the manufacturer warranty. The contract period (service period) begins on the exact date when the corresponding hardware product was initially purchased. The service is provided based on a once-only payment to be paid in advance when the ServicePack is purchased and when the service is activated according to the "Supplemental terms for Fujitsu ServicePacks".

Fujitsu ServicePacks can be purchased within 90 days of the product purchase for a contract period of 36, 48 or 60 months. Before expiry, the service period can be extended (until the declared end-of-service for the respective product) by purchasing a corresponding follow-on ServicePack for 12 months.

Fujitsu ServiceContract Hardware

ServiceContract Hardware is a product-related service contract supplementing the warranty for the contracted hardware product. The contract period begins on the contractually agreed date and is automatically extended when the minimum service period expires unless the contract is terminated.

Remuneration for the service delivery is on a regular flat-rate basis.

A ServiceContract Hardware can, unless otherwise explicitly regulated, be purchased at any time during the product's lifecycle until 12 months before the end-of-service for that product. Fujitsu reserves the right to check the serviceability for that product before the start of the contract and, if necessary, will establish such serviceability in agreement with the customer and at the latter's costs.

The minimum contract period is 12 months.

Services in detail

OUR SERVICE OFFERS

Various services can be provided depending on the type of hardware:

- **Bring-In Service**

The customer issues a call to the Fujitsu Help Desk. If a remote fix is not possible and the hardware must be repaired, the customer brings the faulty device to a qualified service point (service partner or repair center). The Bring-In Service includes the provision of all spare parts as well as the labour costs but not the transport to and from the service point. The repair work is carried out in the repair center. When the repair work has been completed, the customer is notified that the device is ready for collection.

- **Send-In & Return Service**

The customer issues a call to the Fujitsu Help Desk. If a remote fix is not possible and the hardware must be repaired, the customer brings the faulty device to a qualified service point (service partner or repair center). The transport and insurance costs are borne by the customer. The Send-In Service includes the provision of all spare parts, the labour costs and the return-to-sender postage costs for the device.

- **Collect & Return Service**

The customer issues a call to the Fujitsu Help Desk. If the fault cannot be solved by the Help Desk engineer on the phone, the customer is given a repair order number. One of our transport partners then organizes the collection. The faulty unit is collected at the customer's address (if not otherwise agreed, at the main entrance). The faulty unit must be packed by the customer using suitable packaging and before collection. When the repair has been completed in a Fujitsu repair center, the product is returned to the customer.

- **Door-to-Door or Desk-to-Desk Service**

The customer issues a call to the Fujitsu Help Desk. If the fault cannot be solved by the Help Desk engineer on the phone, the faulty product is replaced with a comparable product. The faulty unit is collected from the customer's address (if not otherwise agreed, at the main entrance); a new one is delivered to the same address. Door-to-Door Service includes, on request, an upgrade to Desk-to-Desk Service; i.e. the replacement device is delivered direct to the user's desk.

- **On-site Services**

The reported fault is analyzed. If necessary, the diagnosed technical problem is solved, if possible via remote access or otherwise by an on-site service engineer. If a hardware component fails, the operational readiness is ensured by replacing or repairing the faulty part.
The spare parts used are new or as-new. The replaced parts become the property of Fujitsu or of the commissioned authorized service partner.

Various service level options can be selected for on-site services including response time and/or recovery time (see "Options"). The service levels

- Response time 4 hrs and
- Recovery time 4/8 hrs

are available under the terms described for installation locations which are within a maximum 100 km from an authorized Fujitsu service point. For those installation locations more than 100 km from an authorized Fujitsu service point, Fujitsu reserves the right to change the response/recovery times and/or charge the additional costs. Special service levels must be agreed for those installation locations that are difficult to reach (e.g. islands, mountains).

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or installation of the operating system, the application software nor the system and user data.
Exception: When replacing hard disks in workplace systems (desktops, notebooks), the pre-installed operating system must be re-installed, if made available by the user.
The regular and full data backup, including application and operating system software, is the responsibility of the customer.

SERVICE LEVELS

The defined response and recovery times apply for on-site services. They start within the agreed service time with the initial call acceptance; time measurement is stopped outside the agreed service time. In other words, response and recovery times can last until the next day which is covered by the service time.
The agreed response/recovery times depend on the selected service option.

- **Call acceptance**

Call acceptance is 24 hours a day including Sundays and public holidays. Calls can also be sent via fax, e-mail or the Internet. When the call entitlement and pre-clarification phase has been successfully concluded, the fault is accepted, a reference number is assigned and the fault is then processed according to the defined service level. The measurement of the contracted response or recovery times starts with the confirmation of an incident by the help desk.
The customer must specify the serial or ID number for the device concerned.

Call acceptance	To get in contact with Fujitsu support please see www.fujitsu.com/global/support The relevant contact details are available by choosing the respective product line and country.

- **Service time**

The service time is the contractually agreed time period within which the service is provided via remote access or on-site. The standard service time is Monday to Friday between 8:00 and 17:00 hrs with the exception of legal public holidays.

- **Response time**

The response time is the period between call acceptance and the time when an engineer normally arrives at the customer location with the diagnosed spare part (where applicable). The measurement of response time is interrupted outside agreed service times. The response time does not apply in those situations where a fault can be eliminated remotely.
Troubleshooting continues until the IT infrastructure is operational

again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

- **Recovery time**

The recovery time is the period between call acceptance and the time when a service engineer normally recovers the operational readiness of the hardware that has been identified as faulty. The measurement of the recovery time is interrupted outside the agreed service time.
The recovery time does not include the time required to recover data and/or install the software, operating system or corresponding updates and/or the recovery of customer-specific configuration.

HARD DISK RETENTION

This option of the Fujitsu ServicePack/Contract Hardware is designed for customers who - in a service situation - do not wish to hand over data media (hard disk drives) with confidential data to Fujitsu or the commissioned authorized service partner. Customers, who purchase this Fujitsu ServicePack/Contract Hardware option, are allowed to retain faulty hard disk drives that are authorized for service: In this situation, Fujitsu, in contrast to other specifications in this document, does not insist on it ownership right for faulty hard disk drives when supplying a replacement drive.
The customer retains sole responsibility for protecting confidential data saved on faulty hard disk drive.

REMOTE SERVICE

As part of the Support Services Fujitsu provides reliable remote access functions which support fast and efficient fault diagnosis and, if necessary, eliminate errors. Remote access to a customer system is only carried out with the customer's approval which can be granted generally or on a case-by-case basis; it usually requires Internet access.

PREREQUISITES

The following prerequisites apply for the service contract. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or possibly not at all.

- **Remote access**

It is assumed with Fujitsu ServicePack/Contract Services with a defined recovery time that remote access is available for Fujitsu. If the customers does not wish to provide any remote access or this cannot be configured for some other reason, the contractually agreed service levels cannot always be met in all situations.

- **Feasibility check**

A feasibility check is carried out by Fujitsu before a Fujitsu ServicePack/Contract with defined recovery times is signed. As a result of this check Fujitsu is - where applicable - to make proposals for changes to the user's environment, unless all prerequisites for adhering to the recovery times are met. These proposals are made in writing.
The Fujitsu service obligation only exists when the feasibility check has been successfully completed and when all of the above prerequisites have been met.

- **System changes**

The Fujitsu ServicePack/Contract Services can only be provided if the customer provides Fujitsu immediately and in writing details of all the modifications to the service-authorized hardware product (e. g. configuration changes, such as additive components, changing the IP, LAN, SAN, NAS configuration, etc.). In the event of any extension, the same service option must be agreed as the one in the existing contract.

LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.
In addition to this data sheet, the following general business terms and conditions of Fujitsu Technology Solutions apply:

- "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions GmbH"
- "Supplemental terms for Fujitsu ServicePacks"

Options

The following table provides an overview of standard service level options. The availability of a specific service level for a specific product depends on the type of product and the associated manufacturer warranty.

Infrastructure Products	Offsite Service			Onsite Service					HDD Retention option available
	Bring-In	Collect & Return	Desk-to-Desk or Door-to-Door	Onsite Service without Response Time	9x5[1]				
					SBD[2]	NBD[2]	4 h	NBD[2]	
					Onsite Response Time			Recovery Time[3]	
Workplace Systems	●			●	●	●	●	●	●

Infrastructure Products	Onsite Service without Response Time	Onsite Service								HDD Retention option available
		9x5[1]				24x7[1]				
		SBD[2]	NBD[2]	4 h	NBD[2]	4h	24 h	8 h	4 h	
		Onsite Response Time			Recovery Time[3]	Onsite Response Time	Recovery Time[3]			
Servers & Storage	●	●	●	●	●	●	●	●	●	●

Legend:
- ● Availability depending on product and country, valid for CEMEA/I

1) Explanation of service times:
   9x5 - Lokale Geschäftstage und Geschäftszeiten
   Local business days and local business hours except legal public holidays
   24x7 - Monday to Sunday including legal public holidays, 24 hours

2) NBD refers to the next Fujitsu business day, e.g. Monday to Friday except legal holidays.
   SBD denotes the next but one Fujitsu business day (SBD).

3) Availability subject to a feasibility check

More information

Fujitsu platform solutions

In addition to Fujitsu HDD-Retention, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures
With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products
www.fujitsu.com/global/services/computing/
- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software
www.fujitsu.com/global/services/software/
- Interstage: Application infrastructure software
- Systemwalker: System management software

Services
www.fujitsu.com/global/services/
- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

More information

Learn more about Fujitsu Maintenance and Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.
http://www.fujitsu.com/fts/services/support

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/

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